

# Cleveland Federal Executive Board



## News

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355 A.J. Celebrezze Federal Building, Cleveland, OH 44199

<http://www.grc.nasa.gov/WWW/OHR/FEB/>

(216) 433-9460

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### *Chairperson's Corner*

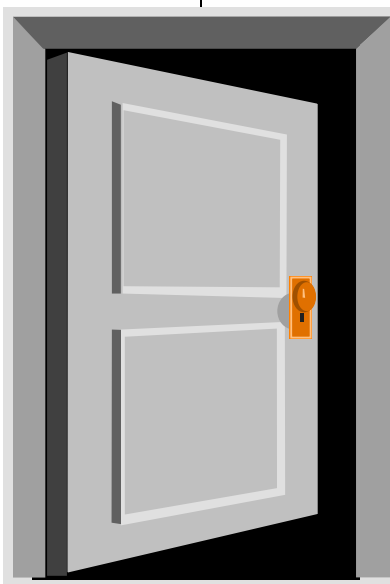
*Ms. Kathy Ainsworth 2005 FEB Chairperson*

Excellence is not a project, act, or job description; excellence is a way of life. It includes going beyond the normal call of duty, stretching our perceived limits, and holding ourselves responsible for being our best.

The Cleveland Federal Executive Board Wings of Excellence Recognition and Awards Ceremony exists to honor excellence; the excellence of some of our most outstanding federal employees.

In some ways our federal agencies are remote from each other. Our missions are different. Our goals are different. Our reporting structures are different. But when it comes to the daily commitment of serving the community, enhancing public safety, and protecting our freedoms, we are truly united. We are one.

Once each year our united purpose is to pay tribute to an impressive group of public servants who stand above the pack. The honored individuals are selected by their peers and supervisors for a singular purpose – recognition and applause for meritorious performance and for



*Our Door is Always Open*

contributions of time and talent to the betterment of our neighborhoods, our cities, and our nation.

Excellence comes from striving, maintaining the highest standards, paying attention to little details, and being willing to go the extra mile. The Cleveland area federal employees who are awarded this recognition fit that description. They can truly be said to have earned their “Wings of Excellence.”

### **2005 Harvest for Hunger**

On March 1<sup>st</sup>, the 2005 Harvest for Hunger campaign began. This is a local program to collect food and funds for foodbank member agencies that serve individuals in need. 36% of the clients served are children and 35% have at least one family member in poor health.

The program collects any canned or boxed nutritious food, but asks that you keep the Super Six most needed food in mind. These are: peanut butter, tuna fish, beef stew, canned fruit, canned vegetables, and cereal.

The 2005 Federal Harvest for Hunger Campaign ran during the month of March. Twenty-seven agencies took part in the campaign which raised over \$16,000 in monetary donations and over

### **2005 Harvest For Hunger cont....**

10,000 lbs of food to supply Northeast Ohio's hunger centers.

Agencies employed a number of activities to entice donations from employees including bake sales, pizza sales, hot dog sales, chili cook-offs, Chinese raffles, Agency Director's Challenges and others. The Department of Housing and Urban Development, located in a private sector building, raised over \$1,200 in a span of 5 hours with their very well done Chinese raffle. The management of the US Bank Building at East 14<sup>th</sup> & Euclid allowed HUD employees to set up their event in the lobby of the building. This event helped HUD to become the most generous agency, giving \$3,790. On a per-capita basis, the U.S. Small Business Administration was the leading monetary giver, donating an average of \$46.67 per person, just ahead of the Department of Education whose employees gave \$44.00 per person. The Defense Finance & Accounting Service (DFAS) led the way with food donations, collecting over 7,600 lbs. of food.

A follow-up meeting with Campaign coordinators will be held in the next couple of weeks to document the successes of this year's efforts and to look at ways to bolster future campaigns.

For more complete information, please visit [www.HarvestforHunger.org](http://www.HarvestforHunger.org).

### **Limited English Proficiency (LEP) Partnership**

The Cleveland FEB recently posted the LEP Partnership Group brochure "Your Rights as a Person Who Doesn't Speak English" in 12 different languages on the Cleveland FEB website. The purpose of the brochures is to inform federal agencies, and other organizations receiving federal assistance (including schools, hospitals, state and local governments, etc.) of their responsibilities, and individuals of their rights, under Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency".

### **LEP cont....**

In March, the Partnership welcomed Ms. Iris Choi, Regional Director of the Ohio Civil Rights Commission, who spoke on cultural awareness for the diverse Asian countries, and shared insights on how to better serve the Cleveland Asian communities. For more information on these issues or to join the partnership please contact the Federal Executive Board (FEB). Their website is [www.grc.nasa.gov/www.ohr.feb](http://www.grc.nasa.gov/www.ohr.feb).

### **Wings of Excellence**

The Cleveland Federal Executive Board (FEB) is proud to carry on a tradition of honoring those outstanding Federal employees who exemplify the best in government service. The 19th annual FEB Wings of Excellence Awards Program will be held Friday, May 6, 2005, at the Cleveland Marriott Key Center, 127 Public Square, from 11:00 am to 2:00 pm. The cost of tickets is \$20.00 each.

Ms. Romona Robinson from WKYC, Channel 3, has been selected as the speaker for the evening. The menu is as follows: Key Center Salad, Chicken En Croute or Portabella Stuffed Mushroom (vegetarian), cheddar mashed potatoes, green beans, New York cheesecake, rolls, coffee and tea.

In 2005, 66 employees from 17 agencies will be recognized. This is a slight increase over 2004. The 2005 goal was to once again increase the number of agencies submitting nominations.

For additional information or to report a missing nomination package, please contact the FEB office or Lieutenant Rob Cooper, U.S. Coast Guard, at (216) 902-6188.

Please see last page of newsletter for list of Awardees.

### **Congressional Staff Day**

The Cleveland Federal Executive Board and The Department of Veterans Affairs will co-host their

### **Congressional Staff Day cont....**

annual Congressional Staff Day on June 21, 2005. The event, held at the Wade Park Campus of the Louis Stokes Cleveland VA Medical Center, provides an opportunity for federal officials to meet with local staff of US House of Representatives and Senate offices to present information of mutual interest.

The event had its origins several years ago, when the Department of Veterans Affairs had presentations from the Medical Center, the VA Regional Office and the Ohio Western Reserve National Cemetery. For the past three years, the program has been expanded to allow for VA presentations and a medical center tour in the morning, and presentations from other federal agencies in the afternoon. Past participants have found this to be a great opportunity to discuss current issues and to establish improved working relationships for those handling constituent inquiries. Typically, about twenty-five staff members from eleven congressional and two senate offices attend. As has been the case in recent years, agencies are scheduled on a first come, first served basis for presentations ranging from 20-40 minutes.

Additional information is available from Faye Callahan at the Louis Stokes Cleveland VA Medical Center, at 216 791-3800, ext 3428.

### **The Cleveland Federal Community Leadership Institute (CFCLI)** “Leading from Within”

It is important to know that within the federal community there is an innovative and exciting leadership program that is in its ninth year. The Cleveland Federal Executive Board is the sponsor of the Cleveland Federal Community Leadership Institute (CFCLI), this dynamic leadership training program targets mid-level federal employees and facilitates their growth as leaders within federal agencies.

### **CFCLI cont....**

The mission of the CFCLI is to identify and develop leaders committed to advancing greater cooperation among federal agencies and to strengthen community partnerships. Their leadership curriculum consists of various instructional modalities that empower the participant and increase their vantage on self, agency, and the surrounding community.

As one might expect, there are aspects of leadership that are common to all sects of administration and organizations. One of the fundamental questions is how does one develop leaders and increase their potential for success by actually empowering them to lead?

Traditionally, leadership has been thought of as “from the top on down.” Interestingly, in the 21st century this is typically no longer the case as it has been learned that this is only one method. Now, as experience and competition has taught, it is clear that when an organization is able to tap into the leadership that exists “within the ranks,” creativity and innovation are donated in greater measure for the greater good. In other words, employees are more willing to contribute to solutions and donate their own creative energies as they come to recognize that their own personal leadership can really make a difference.

Assisting employees to positively conclude and affirm their own personal value within an organization can be enhanced through proactive training. The CFCLI was formed nine years ago in order to capitalize on the talent that is known to be within the staff of approximately 86 federal agencies located throughout greater Cleveland.

An area that makes the CFCLI stand out is that an integral part of their curriculum is the utilization of project teams that work in partnership with the community. This capstone aspect of the program necessitates that each team implements a government initiative from beginning to end. One commonality of all the team projects is that there is an outstanding federal and community collaboration. These teams connect with the

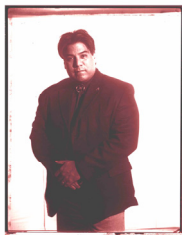
### CFCLI cont....

community by employing appropriate standards of practice that incorporate the basic principles of assessment, determination, planning, implementation, and evaluation.

Throughout the program, participants are exposed to a variety of different leaders from the non-profit, state, federal, academic, and private sector to expand their perspective on leadership as well as to engage today's successful leaders. Indeed, leadership is vital to the success of organizations and when it comes from within, it is a synergistic force that can engage all employees at all levels. The CFCLI looks forward to affirming its leadership capacity and working with all of the federal community.

In looking ahead to the future and in the event that an agency is interested in the Cleveland Federal Community Leadership Institute, the institute would be happy to review the program. Please contact the CFCLI Director, Gloria Hilton, RN, MSN, at the Cleveland Department of Veterans Affairs, (440) 526-3030 ext. 6709.

Bruce Kafer is a member of the CFCLI Development Team, which is the group of professionals that implement this innovative federal leadership program. He practices as a registered nurse at the Cleveland Department of Veterans Affairs and works with American Indian and Latino Veterans. In addition, at the national level he serves on the Department of Veterans Affairs, Veterans Health Administration, and Native American Advisory Council. He can be reached at (440) 526-3030 ext. 7262 and by email at [Bruce.Kafer@med.va.gov](mailto:Bruce.Kafer@med.va.gov).



### Finders ---Keepers and Retain

Over the last decade a severe skilled-labor gap has begun to emerge. Government agencies face even greater challenges since the percentage of civil servants poised for retirement in the next decade is twice the rate of that in the private sector organizations (three in five as opposed to one in five in the private sector). What's more, surveys show that government is not among the top career choices for new graduates.

Winning and keeping today's employees, especially younger workers, requires an understanding of the changing expectations of the work force. In the book, *Values Shift: The New Work Ethic* (2001), six major shifts in the values and expectations Americans have at work are identified. Workers are becoming ever more certain and demanding about what they want from the work experience. The good news is that employers who take the time to understand their six relatively new expectations (intangibles beyond salary and promotions) have the tools for attracting and retaining great employees.

So, what are these six new carrot sticks for both finding and keeping great staff?

**Be proactive in offering them a better work/life balance:** Time spent on the job in a given year has increased by 163 hours in the last 20 years---that's roughly one month per year---while leisure has declined by one-third. Undoubtedly, this is why over the past seven years, the amount of salary and number of work hours that workers say that are willing to give up to achieve a work/life balance has doubled. In additions, 55j percent of 18 to 34 year olds identify the freedom to take extended leaves or sabbaticals as a key workplace benefit.

Companies have found they can increase productivity, revenue, or both by 20 percent simply by implementing a work/life balance program for staff. Likewise, it's possible to reduce turnover by as much as 50 percent by introducing any of the following: dependent childcare subsidies, eldercare programs, counseling and referral, and flexible working hours.

**Finders---Keepers And Retain cont....**

**Promote the sense of a deeper cause:** Today's workers yearn to be motivated by more than the company's bottom line. Companies that endeavor to be good corporate citizens, or rewrite their mission statements to incorporate the sense of a deeper cause (only 10 percent of companies currently do this) have an edge. What's more, a recent survey showed that 70 percent of high school girls in the United States say their most important criteria in terms of career choice is "making a difference." Interestingly, surveys have shown that faced with a choice of making more money or earning "enough" doing work that makes the world a better place, 86 percent of workers under 30 will choose the latter. Although government service should have an advantage in this arena, surveys show that most young people associate government with bureaucracy more than noble cause.

One response is allowing employees to do volunteer work on company time, sometimes even company budget. Then there are the two tried-and-true approaches: matching employees' charitable donations and recognizing service beyond the call of duty.

Organizations must also look at how they are pitching employment to the workforce. Several years ago the Department of National Defense in Canada was running advertisements in movie theaters with pictures of young people fixing tanks to attract people to join the military. After learning about the emerging values, they shifted their ads to focus on the adventure and the ability to make a real difference in the world (a much higher value for younger workers than fixing tanks). The responses went up significantly.

**Offer the chance for professional growth and development:** Shorn of any sense of job security, restless by nature and living in the era of personal growth, today's workers seek both personal and professional nourishment. Career building skills are the new security, and companies that fail to provide them lose out, especially given the desire to leave the corporate hearth for an entrepreneurial

**Finders----Keepers and Retain cont....**

venture has never been so strong. The most successful information technology companies spend seven to 10 percent of their payrolls on training, compared with the standard two to three percent. Even more impressive is the mid-sized insurance company that gives every employee a career development account amounting to 2.5 of their annual salary.

Government agencies need to give significant development opportunities for younger workers and not require them to wait years for a promotion.

**Treat employees like partners:** While many executives believe that corporate hierarchies have already been busted, employees beg to differ. A 1999 Watson Wyatt Canada Survey indicated that 61 percent of senior managers feel they treat employees as valued business partners, while only 27 percent of employees share that opinion. The reality is that workers today are no longer satisfied with empowerment; they want a sense of ownership. Again, workers often perceive government as being more bureaucratic and less flexible in this regard.

This concept entails five distinct traits:

- **Communication above rank:** Workers expected to contribute suggestions without regard to age or rank.
- **Open books:** Workers desire a true stake in the game, which means taking a deep breath and providing them with a free-flow of previously, heavily guarded information.
- **Performance-based pay:** A true stake also means devising profit-sharing plans of the generous variety. Team bonuses appear to be the most effective.
- **Practices of partnering leaders:** More leaders trained in a less authoritarian style is emerging as the make-or break factor in retention, engagement, and long-term survival.
- **Vigilance and attention to symbolism:** Younger workers in particular have no time or respect for false hierarchies, and they're as ready to read signs of them into day-to-day work processes as

### *Finders----Keepers and Retain cont....*

road-rage perpetrators are to imagine driving slights on the road. Here's where the leaders must come squeaky clean, which is no simple task. Symbols such as titles and office layout become important clues for job applicants and employees looking for a collapsed versus structurally intact hierarchy.

A related issued is regular feedback. A 1998 Gallup poll found that workers who feel their opinion counted at work were the most likely to contribute their full energy and dedication. Unfortunately, less than half of workers report receiving regular communication with their supervisors regarding work performance.

#### **Workers are seeing community in the workplace:**

The traditional pillars of community---church, extended family, and neighborhoods---have been all but squeezed out by longer work hours, smaller families, later marriage, mobility, and consumerism. Meanwhile, technology, flexible work hours, and contract work have cut back how many employees gather for chats at the water cooler. Over 66 percent of the youngest workers say work will never be as important as their personal life so it is critical that work meet employees need for community.

Workplaces that accept the mantle of community--  
- building more proactively by creating more opportunity for interaction (from Friday night barbecues to "pool with the president" nights) --- will experience higher retention.

Even age-old wisdom about managers not getting too "personal" with employees must be challenged. Recent surveys show that two of the best predictors of engaged employees are managers who take an interest in the personal lives of employees and having a manager who "cares about me as a person." Managers should take time to get to know employees, especially younger ones.

### *Finders----Keepers and Retain cont....*

Beyond these proactive caring gestures, how does a company go about creating community?

- Create plenty of opportunities for co-workers to interact both intellectually and socially.
- Tinker with the workplace design to ensure more social interaction. Executive floors, long hallways, and the lack of natural gathering points work against this aim.
- Get creative about initiating opportunities for quality interaction, such as barbecues where workers of all rank mix casually.
- Emphasize an open community by welcoming new members with vigor and allowing "alumni" to come and go with ease, too.

**Start rebuilding trust:** The legacy of 1980s downsizing is that only 37 percent of employees rate the level of honesty in their workplace as high or very high, and only 14 percent agree that people trust each other. Further, while 54 percent of senior managers think the level of trust between corporate ranks is good, only 27 percent of employees agree, pointing to entrenched hierarchy as one of the key barriers to the trust-rebuilding process.

How many leaders realize that although trust can come crashing down in an instant, it takes years to rebuild through daily, consistent actions and dedication to extracting any weeds that threaten to choke its progress? A recent study identifies the key success factors of an ethical culture as leadership, consistency, fairness, open talk about ethics, and employees' perceptions that ethical behavior is rewarded (and presumable, that unethical behavior draws consequences).

Business consultants tend to agree on the following five leaders' keys to a trustworthy relationship with employees:

- Create dialogue
- Ensure consistency of action
- Tell it straight even when the news is bad
- Accept criticism and admit when you're wrong
- Carry through

Bob Dylan wrote in the early 1960's that "the times they are a changing." The times are



### **Finders----Keepers and Retain cont....**

changing again and these shifting values at work will require employers and leaders to respond with changes in the workplace.

*Copyright © 2004, John B. Izzo, PhD This article is adapted from **Values Shift: The New Work Ethic and What It Means for Business** and taken from the Fall 2004 issue of SGMP Advantage magazine.*

### **Career Opportunities at the US Postal Service**

By 2006, 50 percent of the Postal Service's executives and officers, 31 percent of the managers and supervisors, and 24 percent of the career employees will reach eligibility for regular retirement. Considering that the Postal Service employs about 700,000 people, the career opportunities are tremendous.

For critical line supervisor positions, the Associate Supervisor Program is our standard for retaining and recruiting the best talent within the Postal Service. This program focuses on effectively developing the skills of qualified applicants, equipping them to effectively fill supervisory positions. The next step is the Career Management Program and the Processing and Distribution Management Program which form the foundation for managerial training and development. To build reserves for executive positions the Advanced Leadership Program is continually refreshed and kept current with both internal and external curricula.

Like most Federal agencies, we promote from within - but not exclusively. Open to both internal and external applicants, the Postal Service has introduced the Management Intern (MI) program, patterned after the Federal government's Presidential Fellows program (<http://www.pmi.opm.gov/>). In May 2004, the first group of 22 MIs was placed into Postal management positions and as of June, 2004, 70 additional MIs joined that number. The MI program is not currently accepting applicants but is expected to open again in the near future. More

### **Postal Service Opportunities cont....**

information about the MI program is available on-line at <http://www.usps.com/employment/internships.htm>.

The Postal Service is one of the largest employers of veterans and disabled veterans in the nation. At the end of 2003, the Postal Service employed approximately 206,443 veterans, including 68,685 who are disabled because of injuries received in the uniformed services. Of that number, 17,262 have disabilities of 30 percent or more.

Finally, as a world class business leader, the Postal Service is committed to building and maintaining a viable business culture where all employees are respected and valued in the 21<sup>st</sup> century. The Postal Service was recently recognized by Fortune Magazine as one of the nation's "Best Companies for Minorities", placing 11<sup>th</sup> on Fortune's 6<sup>th</sup> annual list. The Postal Service also made the Diversity Inc. top 50 list for diversity.

As in any agency, people remain our best resource. Developing and retaining talented people is paramount to maintaining a healthy future.

### **4th Annual Hate Crimes Conference**

The Northern Ohio Hate Crimes Working Group (HCWG) will be hosting their 4th Annual Hate Crime Conference on June 20, 21 and 22, 2005.

Civil Rights will be the topic of discussion on the first day leading into the Multicultural Experience on the second session. The conference will end with an understanding of Hate Crimes and working toward change.

The HCWG is a volunteer group that is composed of over fifty organizations and agencies from Cleveland and Northern Ohio and is sponsored by the FBI and United States Department of Justice. Representatives from federal agencies along with representatives from the educational, religious, law enforcement, and ethnic communities are encouraged to attend.

### **EEOC Announcements**

EEOC Cleveland District Office will conduct a 4 ½ day training program for new EEO Counselors May 16 – 20, 2005 at their offices at Tower City. The course topics include basic EEO law and theories/analyses of discrimination, 1614 regulations and the federal sector EEO process, interviewing, and informal resolution techniques. For more information, contact Supervisory Administrative Judge Charetta Harrington at (216) 522-4847, or register on-line at [www.eetraining.eeoc.gov/profile/index](http://www.eetraining.eeoc.gov/profile/index).

EEOC will conduct the annual Technical Assistance Program seminar on June 16 – 17, 2005 at the Wyndham Toledo Hotel. Attendance on June 17th meets the yearly 8 hour training requirement for federal agency investigators. The seminar features Peggy Mastroianni, EEOC Associate Legal Counsel, who will speak on emerging trends and update on the ADA. The seminar includes a federal sector workshop this year. For more information, contact Cynthia Stankiewicz at (216) 522-7679 or register on-line at [www.eetraining.eeoc.gov/profile/web/index](http://www.eetraining.eeoc.gov/profile/web/index).

The national EXCEL (Examining Conflicts in Employment Laws) federal sector 3 ½ conference sponsored by EEOC will be held at the MGM Grand Hotel in Las Vegas, August 22 – 25, 2005. The agenda and registration information is available at [www.eetraining.eeoc.gov](http://www.eetraining.eeoc.gov). Or contact Cynthia Stankiewicz at (216) 522-7679.

### **Your Cleveland FEB**

*The mission of the Cleveland FEB is to promote unity of purpose among Federal agencies to better serve our community and our employees.*

#### **Elected Officers:**

**Chair:** Kathy Ainsworth, *District Manager, U.S. Postal Service*

**Vice-Chair:** Greg White, *U.S. Attorney, Office of the U.S. Attorney*

#### **Staff:**

**Executive Director:** Michael W. Goin

**Admin. Assistant:** Simone Johnson

**Office Assistant:** Bernice Roberson



## UPCOMING EVENTS

### May – June – July - August

May											
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Recognition & Awards Committee Meeting	4-May	10 A.M.
Wings of Excellence Awards Program	6-May	11 A.M.
Policy Committee Meeting	11-May	10 A.M.
CFC Local Applications Deadline	16-May	8 A.M.
CFCLI Session – Ohio Aerospace Institute	17-May	8 A. M.
Eligibility Screening Panel App. Review	24-27 May	
Memorial Day – Federal Holiday	30-May	

June	
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Full Board Meeting	15-June	10 A.M.
CFCLI Session – Key Bank	21-Jun	8 A. M.
4 <sup>th</sup> Annual Hate Crimes Conference	20-22 Jun	
Congressional Staff Day	21-Jun	
CFCLI Graduation	28-Jun	9 A. M.

July											
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## The Cleveland Federal Executive Board Presents



**Tamarlin Barnes, MPA**  
Chief, Business Officer, CDC



**LT Martin Biel**  
Branch Chief, Reserve Center of Excellence



**Carla S. Boggs**  
Legal Assistant



**Michelle M. Bright**  
Sr. Research Engineer



**Twilla A. Byrd**  
Integrated Operating Claim Coordinator



**Yolanda Carlin-Bailey**  
Sales and Service Associate



**Henry P. Chronik**  
Computer Specialist



**Priscilla Clark**  
Supervisor, Distribution Operations



**Thomas Cottrell**  
Employer Service Specialist



**Gladys Corder**  
Employee and Labor Relations Specialist



**Charlesine Cummings**  
U.S. Postal Clerk



**Dr. David O. Davis**  
Aerospace Engineer



**Michael Debeck**  
Special Agent



**Debi Durma**  
Senior Loan Service Representative



**Ted Ebert**  
Rating Veterans Service Representative



**Teresa Elsch**  
Reserve Nurse Coordinator



**Daryl A. Edwards**  
Aerospace Engineer



**Helene Fellows**  
Accountant



**Sydney L. Goudy**  
R.N.



**Lawrence C. Greer III**  
Electronics Engineer



**Todd Hartwig**  
Intelligence Law Enforcement



**Margaret M. Havanas**  
Small Business Specialist



**Ron Hayes**  
Chief, Human Resources Management Service



**Susan Hennie**  
Executive Officer for Research and Technology



**Miranda Holloway**  
Deputy United States Marshal



**Jerome Hudson**  
Office Clerk



**Debra S. Hughes-Butts**  
Victim Specialist



**George Jaskiw**  
Manager, Forward Psychology Clinic



**David B. Jewel**  
Chief, External Affairs



**Debra L. Jones**  
Customer Service Manager



**Susan Kirsh**  
Physician, Director of Wide Park Primary Care



**Dawn Klaus**  
ADPAC Coordinator, General Practice Residency Program



**Scott Lafferty**  
Senior Associate Counsel



**Richard Look**  
Customer Service Representative



**Erick Lupon**  
Contracting Officer



**CW2 Jonathan J. MacKenzie**  
Chief Warrier Officer



**Sharon E. McLeod**  
Paralegal Specialist



**Linda M. McMillen**  
IT Specialist



**Mark Moloney**  
Environmental Engineer



**Karyl L. Neuhauer**  
Retail Marketing Specialist



**Major Lawrence W. Noggle II**  
Dep. Dir. Reserve Pay Operations



**Angela Novak**  
Rating Veterans Service Representative, POW Coordinator



**Kenneth M. O'Connor**  
Senior Safety Engineer



**Lieutenant Eric Pence**  
Search and Rescue Controller



**Dr. John J. Pouch**  
Physician



**Vicki Fyfe**  
Investigator



**Brenda Redmond**  
Attorney



**Wanda C. Richardson**  
Human Resources Specialist



**Kathleen A. Smith**  
Contract Administrator



**Douglas R. Sandstrom**  
Planning Team Leader



**Mary T. Symczyk**  
Claims Examiner



**Patricia B. Taylor**  
Claims Examiner



**S. Erlene Trusk**  
Program Analyst



**Greg Wade**  
Senior Property Manager



**Theropolis Washington II**  
Manager of Customer Service



**Justin Wodell**  
Chief, Budget and Accounting



**Daniel White**  
Resource and Outreach Manager, Environmental Management Office



**Michael Williams**  
Postmaster



**Tamara Workman**  
Contract Administrator



**Norman Zahler**  
Contract Technician



**Kenneth Zaremba**  
Management Analyst



**Jane M. Zelenak**  
Administrative Officer

Not Pictured

James G. Cabanes

Senior Computer Specialist

Stephanie Pearson

Manager, Customer Service

Sabrina Shifman

Investigator

Leanne Gates

Manager, Customer Services

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Distinguished Federal Service Recognition Awards Program

May 6, 2005, 11a.m. to 2p.m.